



THE ROLE

Area Commander

Grade/Rank: Area Commander
Responsible to: ACFO
Location: Anywhere in the County

Job Purpose:

To protect and save life, property and the environment by contributing to the protection of people and making communities safer by:

- The delivery of the Fire Authority's statutory responsibilities under the Fire & Rescue Services Act 2004.
- Providing strong and visible leadership across the Fire Service and its partners, inspiring people to build a culture of high performance.
- Providing immediate and long term strategic leadership within their functional areas to create professional, resilient, effective and high performing teams.
- Drive performance, effective service delivery and achievement of the organisations objectives taking responsibility for ensuring continuous improvement in service delivery and support.
- Managing the efficient and effective use of physical and financial resources to support activities and to achieve the objectives of the business plan.
- Managing information by establishing and maintaining effective communications at all levels, to improve both Service Delivery and Safer Communities and to support and develop organisational goals.
- Building strong and highly effective relationships with partners in particular the Council and other emergency services to deliver collective organisational objectives.
- Establish and maintain credibility with principal officers, have excellent performance management and interpersonal skills, with the ability and creativity to translate plans into actions and ensure continuous improvement.

Working within the community to prevent emergencies occurring, minimise their impact when they do and intervene effectively when required. All of this benefitting the community and making Surrey Safer.

Our Core Code of Ethics

Surrey Fire and Rescue Service has adopted the national Core Code of Ethics for Fire and Rescue Services in England. This has been developed in partnership with the National Fire Chiefs Council, Local Government Association, and the Association of Police and Crime Commissioners to support a consistent approach to ethics, including behaviours, by fire and rescue services in England.



1.0 Putting our communities first

We **put our communities first**. We do this by putting the interest of the public and service users first.

1.1 Integrity

We act with **integrity**. We show this by being open, honest and consistent in everything we do.

1.2 Dignity and respect

We act with **dignity and respect**. We show this by making decisions objectively based on evidence, without discrimination or bias.

1.3 Leadership

We are **leaders**. We show this by being positive role models, always demonstrating flexibility and resilience, we're all accountable for everything we do and challenge behaviour that falls short of the highest standards.

1.4 Equality, Diversity and Inclusion (EDI)

We are ambassadors of **equality, diversity and inclusion** (EDI). We show this by continually recognising and promoting the value of EDI both within the FRS and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate differences.

Main Duties and Responsibilities:

- Lead, manage and support people to resolve operational incidents, swiftly and safely including emergency, critical or major incidents, and other rescue operations. To provide operational leadership as well as providing support and mentoring to level 3 officers. Provide strategic advice at Gold and Silver levels of command.
- Plan and implement organisational strategies through the development of the Integrated Risk Management Plan (IRMP).
- Be responsible for major project plans influencing the creation, implementation and monitoring of risk, Performance, Policy and Planning within your remit. Ensure the right people are in place to ensure successful project implementation and allocate work appropriately.
- Be aware of external and internal factors that may influence strategy, development and implementation of projects under your control.
- Lead on Attraction, Recruitment and Selection for your functional area ensuring all roles have the correct role profile and authorisation to recruit from in place. Ensure that consideration is given as to the best way to replace a vacancy in line with the Services Workforce Resourcing Policy, liaising with HR and Recruitment to establish the best way of attracting, selecting and recruiting to the vacancy
- Identify development needs in your team using their own role profile against actual performance. Undertake regular supervisions to assess performance in role and align to objectives and targets as set in the annual appraisal. Support them in improving where required using the Service's Capability Policy where necessary.
- Responsible for effective management and timely resolution of people management issues which may include acting as an Investigating Officer or hearing manager. Completing self-service and appropriate service processes where applicable.
- Utilise coaching and mentoring to develop and stretch staff taking into account potential for development and succession planning. Manage and develop yourself, planning effective use of time to do both. Seek feedback on personal working style and effectiveness of strategic planning. Utilise appraisal process to set objectives and utilise one to one discussions and 360 degree feedback to develop and achieve personal objectives.
- Provide structured station and team plans with regular reviews making adjustments as required. Ensure that resources and budgets if held are managed and monitored to support the team plan and if required, make recommendation for improvement.
- Determine effective use of physical and financial resources. Ensure that financial plans are matched with Team and Service Plans. Agree budgets with ACFO and monitor financial expenditure, reporting deviation accordingly.
- Manage quality assurance for the functional area/s and be responsible for ensuring continuous improvement in service delivery and support.
- Undertake specific projects and investigations as requested. Gather information to support investigations or report findings and conclusions of an investigation and provide written reports as requested by line manager.
- Collect and apply information from various sources to understand station or department performance and identify planning and delivery opportunities and make decisions for continuous improvement.

- Positively contribute to a safe work environment; proportionately apply Health and Safety, Risk Management, Business Continuity and Safeguarding policies and procedures. Process personal data fairly and lawfully as identified within the EU General Data Protection Regulation (GDPR) 2018.
- To actively support safeguarding principles and the embedding of the Service's Inclusion Strategy.
- To undertake any other reasonable duty, commensurate with the grading and responsibility of the post in order to meet service priorities and business continuity requirements.



THE PERSON

Area Commander

Qualifications

- Competent Group Commander.
- Participated in and passed the core technical and professional development programmes.
- Level 5 leadership and management qualification or equivalent.
- ICS Level 3 qualified.
- FSC NILO course.
- Driving License.

Knowledge and Experience

- Lead by example inspiring, coaching and steering the efforts of those within your team. Motivating them to deliver continuous improvement in everything we do and engage with the Services vision. Engaging external partners that can contribute to the aims of the organisation.
- Experience of having been open and flexible in respect of change, actively participating in devising creative solutions to often complex problems that may occur from time to time and taking people with you on a journey of improvement.
- Considerable experience of effectively managing a wide variety of operational incidents or similar examples at a strategic level and of contingency and emergency planning.
- Experience of delivering an exceptional fire and rescue service through the management of a function and through a number of integrated teams and workstreams.
- Provide evidence to support experience contained in the NOGs and role map of an Area Manager.
- Experience of developing policies and approaches to business which achieve corporate objectives.
- Experience of effectively managing a budget and contributing to decision making on spending.
- Continuing professional development in leadership, business and fire and rescue management.
- Experience of having managed projects and service delivery.
- Chair/attend and contribute effectively at meetings with both internal and external customers.
- Comprehensive knowledge of local government practice including financial and political processes.
- Knowledge of the Fire Service Operations and National Guidance (NOG).
- Knowledge of current employment legislation.
- Knowledge of SFRS People Management Policy and Procedures.
- Knowledge of SFRS SOPs.
- Knowledge of SFRS Performance Management framework.
- Knowledge of SFRS procurement policies in managing budgets

Skills and Abilities

- Ability to work independently and be willing to make sound pragmatic problem solving decisions at the right level reflecting the key priorities and requirements of the organisation, sometimes in complex strategic environment as well as day to day running of the team.
- The ability to adopt different methods and develop innovative ways to gain support and influence internal and external stakeholders to contribute effectively to the aims of the organisation.
- Ability to use own judgement to identify, define and analyse alternative courses of action, thinking creatively to deliver innovative solutions to complex issues.
- The ability to delegate as required and produce quality output from the stations or teams, allowing others to learn and stretch their own skills while safely achieving the desired outcome.
- The ability to enable self-development to take place, as well as setting and achieving personal goals for the benefit of the stations or teams and the Service as a whole.
- The ability to effectively communicate verbally and in written form to all levels, including senior managers and county councillors. Utilising diverse and innovative methods to communicate the service vision and to engage internal and external stakeholders to work collaboratively to improve service delivery.
- The ability to work in an organised way to ensure efficient operating processes within your team, managing priorities and deadlines.
- Ability to work effectively with technology and able to demonstrate competence with basic software or IT equipment.
- Ability to consistently projects and promotes a confident, controlled and focused attitude in highly challenging situations

Other

- Understanding, ability and commitment to champion the principles of Equality, Diversity and Inclusion.